

ServiceNow Certified Application Specialist – Performance Analytics Exam Specification

Tokyo Release – October, 2022

Introduction

The ServiceNow Certified Application Specialist – Performance Analytics Exam Specification document defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to earn the Certified Application Specialist – Performance Analytics certification.

Exam Purpose

The ServiceNow Certified Application Specialist – Performance Analytics exam certifies that a successful candidate has the skills and essential knowledge to perform the configuration, implementation, and maintenance of a ServiceNow Performance Analytics solution.

Exam Audience

The ServiceNow Certified Application Specialist – Performance Analytics exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Performance Analytics Certified Specialist.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the [ServiceNow Product documentation site](#), and the ServiceNow developer site. Study materials posted elsewhere online are not official and should not be used to prepare for the examination.

Recommended ServiceNow Training

ServiceNow recommends the completion of the following prerequisite training course(s) in preparation for the Certified Application Specialist – Performance Analytics exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals
- Get Started with Now Create

Required ServiceNow Training

ServiceNow requires completion of the following training course(s) and certification(s). The content in these courses covers the exam learning domains and will help you prepare for the exam.

- Performance Analytics Essentials
- Performance Analytics Fundamentals
- Get Started with Platform Analytics in the Workspace
- Get Started with Performance Analytics KPI Details
- Formula Indicators Overview
- Performance Analytics (PA) Widgets
- Responsive Dashboards Overview
- Performance Analytics Advanced

Upon completion of the Performance Analytics Advanced course, the candidate will be eligible to [obtain or purchase](#) a nontransferable voucher code to register for the Certified Application Specialist – Performance Analytics exam.

Additional Resources

In addition to the above, the candidate may find the following additional resources valuable in preparation for the exam.

- [Candidate Journey Guide](#) – a resource to guide you through the entire certification process
- [Get Started with Reports](#)
- [Get Started with Performance Analytics KPI Signals](#)
- [KPI Composer Overview](#)
- [Platform Analytics Academy](#)
- [Performance Analytics and Reporting Product Documentation](#)
- [Platform Analytics Community Forum](#)

Additional Recommended Experience

- Six months of field experience participating in ServiceNow Performance Analytics implementation projects deploying out-of-the box content as well as building custom reports and Performance Analytics objects such as KPIs, widgets, dashboards, and collection jobs.

Exam Scope

Learning domains are the key topics and specific objectives included in the exam. Exam content or exam items are divided into learning domains.

The following table shows the learning domains, weightings, sub-topics, and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of the exam content.

Number of Domains	Learning Domain	Percent of Exam
1	<p>Architecture and Deployment</p> <ul style="list-style-type: none"> • List the Performance Analytics solution components • Define Deployment Tasks and Sequence 	10%

	<ul style="list-style-type: none"> Identify Common Use Cases Describe Personas and Stakeholders 	
2	<p>Configure Indicators and Indicator Sources</p> <ul style="list-style-type: none"> Configure Source Conditions and Facts Tables Distinguish between Indicator Types Define Indicator Configuration Properties Create Aggregation Scripts 	25%
3	<p>Configure Breakdowns and Breakdown Sources</p> <ul style="list-style-type: none"> Configure Breakdown Sources Perform Breakdown Mappings Create Breakdown Matrix and apply Exclusions Create Scripts for Scripted Breakdown Mapping Configure Bucket Groups 	25%
4	<p>Data Collection</p> <ul style="list-style-type: none"> Define the Data Collection Process Flow Configure Collection Configuration Properties Fine-Tune and Troubleshoot Collection 	25%
5	<p>Data Visualization</p> <ul style="list-style-type: none"> Build Performance Analytics Widgets Configure and apply Interactive Filters Choose the Appropriate Visualization Create Dashboards and Manage Access Manage Dashboard Performance Analyze data using Analytics Hub and KPI Details 	25%
6	<p>Administration and Solutions</p> <ul style="list-style-type: none"> Manage Configurations using the Admin Console Accelerate deployment with Content Packs 	5%

	<ul style="list-style-type: none"> • Perform Diagnostics and Troubleshooting • Configure Spotlight 	
		100%

Exam Registration

ServiceNow partners with Kryterion using its Webassessor platform for exam registration. Our mainline exams are offered at Kryterion Test Centers or can be taken anywhere online while a Kryterion proctor monitors the exam appointment.

To register for an exam, you will need to [create a Webassessor account and then link it to your Now Learning account](#).

For individuals with a disability or English as Second Language (ESL), ServiceNow does offer reasonable accommodation while taking the certification exam.

Exam Structure

Number of Items

The exam consists of 60 questions.

Multiple Choice (single answer)

For each multiple-choice question on the exam, there are at least four possible responses. Select the one response that most accurately answers the question.

Multiple Select (select all that apply)

For each multiple-select question on the exam, there are at least four possible responses. The question will state how many responses should be selected. Select ALL responses that accurately answer the question. Partial credit is not provided.

Exam Result

The exam result is immediately displayed as a conditional pass or fail result after completing and submitting the exam. Additional scoring information can be found in the [Obtain the Exam Result lesson](#) in the Candidate Journey Guide.

Pass Result

A pass result indicates that the certification has been earned. The only information shared is the pass result. The pass result is conditional, meaning the exam at any time can be audited, reviewed, and the certification may be revoked after investigation if it is found that the [ServiceNow Test Security Policies](#) have been violated.

To maintain a ServiceNow Certification, you will need to pass delta exams and pay the annual [Certification Maintenance Program \(CMP\) Fee](#).

Fail Result

A failed result indicates that the certification was not earned. The percent earned for each learning domain is shared. For the next exam attempt, focus on the learning domains with the lowest percentage scores.

Sample Questions

Sample Item #1

Select all statements which correctly describe the Performance Analytics application.

- A. A replacement for standard ServiceNow reporting
- B. Complements ServiceNow reporting by adding trending capabilities
- C. Available at no additional cost for Incident Management
- D. A data warehousing solution which manages data off platform

Answer: B,C

Sample Item #2

Select the field which is frequently included in the Conditions list of an Indicator Source.

- A. Integer
- B. String
- C. Reference
- D. Date-Time

Answer: D

Sample Item #3

Select all fields which are effective breakdowns sources.

- A. State
- B. Last updated
- C. Short Description
- D. Category
- E. Assignment Group

Answer: A,D,E

Sample Item #4

Which Indicator should be excluded from a historic data collection because its data is not meaningful in a historical context?

- A. Summed age of open problems
- B. Number of open incidents not updated in last 90 days
- C. Number of closed requests
- D. Average Incident Backlog growth

Answer: B

Sample Item #5

Select the correct list of items which may be added to a dashboard.

- A. Indicators, Reports, Widgets, Interactive Filters, Scorecards
- B. Collection Jobs, Element Filters, Scorecards, Indicators, Reports
- C. Widgets, Reports, Interactive Filters
- D. Indicators, Reports, Interactive Filters

Answer: C